IMPORTANT SAFETY INSTRUCTIONS

WARNING: When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock and/or injury to persons, including the following:

1) Read all the instructions before using the appliance.

2) To reduce the risk of injury, close supervision is necessary when an appliance is used near children.

3) To protect against electric shock, do not place cord or plug in water or other liquids.

4) Only use attachments recommended or sold by the manufacturer.

5) Do not use outdoors. FOR INDOOR HOUSEHOLD USE ONLY.

6) Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.

7) Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been dropped or damaged in any manner. Call customer service immediately for further instructions.

8) For a portable appliance - To reduce the risk of electrical shock, do not place or store an appliance where it can fall or be pulled into a tub or sink.

9) Always unplug any appliance when not in use, before putting on or taking off parts and before cleaning. Never pull on the cord to remove the adaptor from the wall outlet.

10) Do not use an appliance for anything other than its intended use.

SAVE THESE INSTRUCTIONS

400-1456/1

Drinkwell®

ZEN FOUNTAIN

Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools promote a lifestyle of protection, teaching and love; essentials that influence memories for a lifetime. If you have any questions about our products or training your pet, please visit our website at www.petsafe.net or contact our Customer Care Center at 1-800-732-2677. Please register your product within 30 days of purchase at www.petsafe.net.

Table of Contents

Important Safety Instructions..... 1
Components..... 2
Operating Instructions..... 3
Fountain Disassembly & Cleaning 5
Pump Maintenance..... 7
Reassembly of your Fountain..... 8
Fountain & Your Environment..... 10
Manufacturer's Safety Instructions..... 11

Components

128 oz Water Capacity

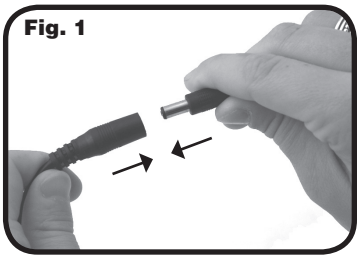
OPERATING INSTRUCTIONS

DO NOT RUN DRY - FOR INDOOR HOUSEHOLD USE ONLY

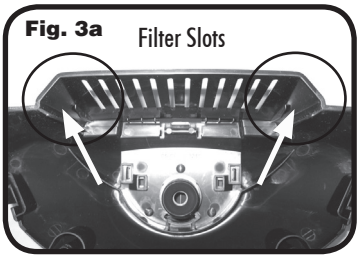
1) As with any electrical device, check the electrical cord for any tears or damage before use.

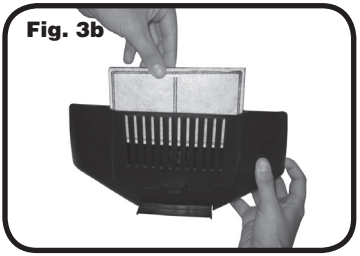
2) Make sure the inline plug is fully connected (Fig. 1).

3) Locate the housing clips underneath the bowl rim and press inwards on the clips until you feel them release. Lift straight up on the housing to remove (Fig. 2).



4) Rinse the charcoal filter thoroughly in cold water. Turn the housing upside down and slide the filter inside the housing between the two angled slots (Fig. 3a). Make sure the filter is pushed all the way down and that the black side is facing the pump (Fig 3b).



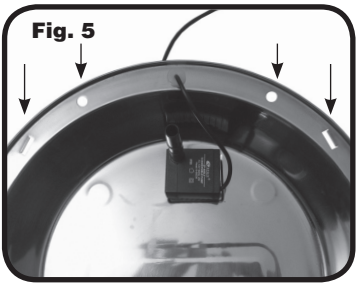


NOTE: Rinse the filter thoroughly under cold water before placing in the fountain. This will remove any loose charcoal dust, which is harmless. A small amount of charcoal dust may shed for the life of the filter. This is <u>normal</u> and not harmful to your pet.

OPERATING INSTRUCTIONS

5) Make sure the pump is inside the bowl's square indention and positioned with the pump tube in the back left corner. Gently press down on the tube to ensure it is secured to the pump (Fig. 4).

6) Replace the housing by lowering straight down over the pump. Be sure the housing connects with the guide holes on the rim of the bowl. Push down to lock it in place (Fig. 5).



7) Place the fountain in a desired location. **If placing on carpet, tile or wood flooring, use a protective mat or other durable, water resistant surface.** This will help protect your floor from any splashing or spills caused by your pet.

8) Fill the fountain by pouring water directly into the bowl. We recommend leaving at least a 1/2" (1.27 cm) of space between the water level and the rim of the bowl.

9) Before you plug in the fountain, make sure the cord, the adaptor and your hands are completely dry. Plug the fountain into an electrical outlet.

10) Add water to the fountain as needed. Never let the water level fall below the **MIN water line** marked on the housing or you may risk burning out the pump. Replacement pumps are sold separately.

NOTE: If your fountain's stream appears to not be flowing correctly and has gaps within the stream, please take the following steps:

a) Remove the top piece of the spout and reassemble; OR
b) Run a fingernail or other slim object in between the spout pieces to make sure there are no blockages; OR
c) Dump out the water and clean your pump to ensure build-up is not affecting the flow of your fountain's stream.

FOUNTAIN DISASSEMBLY & CLEANING

The fountain must be cleaned on a regular basis to continue working normally!

FILTERS: CHANGE EVERY 2 to 4 WEEKS

1) Filters should be changed every two to four weeks. Replace filters more frequently when using the fountain for multiple pets or pets that produce a lot of saliva.

2) Filters are an added feature of the fountain. Their use is not required for normal operation, but they improve the water's freshness and fountain's cleanliness.

3) Filters may be rinsed out when the fountain is cleaned. **Never wash the filter with soapy water,** as the soap residue will seep into the filter and cannot be removed. Only rinse the filter with water.

4) To purchase replacement filters, visit your local retailer or call Customer Care at 800-732-2677 for further help.

FOUNTAIN: CLEAN ONCE A WEEK

1) Unplug the fountain and disconnect the inline plug (Fig. 6).

2) Locate the housing clips underneath the bowl rim and press inwards on the clips until you feel them release. Lift straight up on the housing to remove and set aside (Fig. 2, Page 3).

3) Remove the filter and empty the water out of the fountain.

4) Remove the rubber cord grommet from the hole in the back rim of the bowl (Fig. 7).

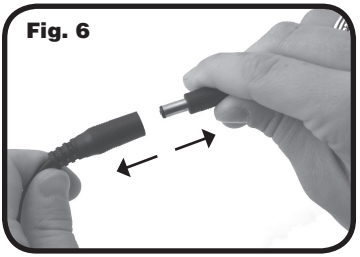
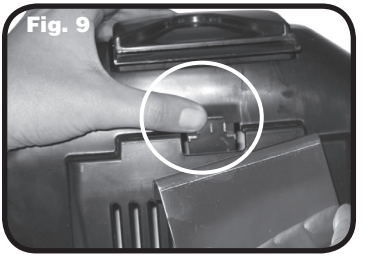


Fig. 6

Fig. 7

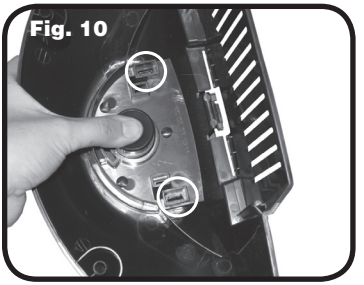
FOUNTAIN DISASSEMBLY & CLEANING

5) Grab the pump and lift straight up. Continue pulling the cord up and through the opening, until the pump is completely removed from the bowl (Fig. 8). Remove the pump tube by lifting straight up.



6) Remove the stainless steel ramp by pressing back on the tab and holding (Fig. 9), while lifting the ramp straight up at the same time.

7) Separate the spout from the housing. Turn the housing over and from the underside firmly push down on the circular opening in the center until you hear the locking tabs release (circled in white, see Fig 10). If the tabs do not release, use a slim object (such as a butter knife or pen) to release the locking tabs and then push out. Separate the top and bottom spout pieces from the front by inserting a fingernail and lifting up (Fig. 11).

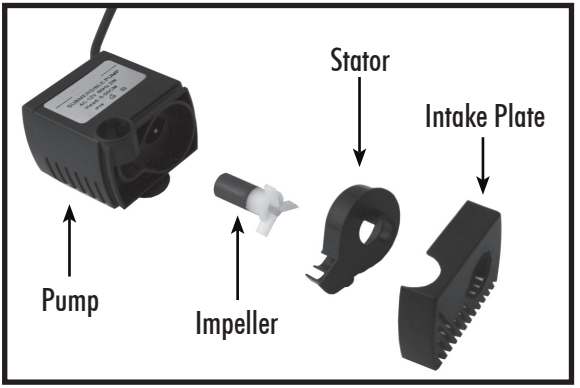


8) Once the fountain is completely disassembled, you will have four plastic parts, a stainless steel bowl and ramp, charcoal filter and the pump.

9) Clean the fountain parts with warm water and soap. You can also put the fountain in the top rack of the dishwasher. **Never place the pump in the dishwasher**, only the stainless and plastic pieces. If possible, it is recommended that you turn down the heat of the water inside the dishwasher. See the *Pump Maintenance* section of this manual for detailed instructions on how to clean your pump.

PUMP MAINTENANCE

Cleaning the pump is essential to the longevity of the fountain as well as the cleanliness of the water. Clean the pump every 2 weeks.



1) Remove the pump from the fountain as explained in the *Fountain Disassembly and Cleaning* section (Steps #4-6).

2) Once the pump is out of the fountain, with your thumb and forefinger, gently squeeze on either side of the intake plate and pull off. It may be necessary to insert a fingernail into the seam of the intake plate to pry it off.

3) Remove the stator by placing your fingernail under the small lip located on the narrow side of tear drop shaped stator and pull out (Fig. 12a & 12b).

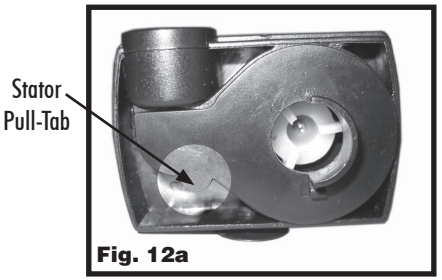


Fig. 12a

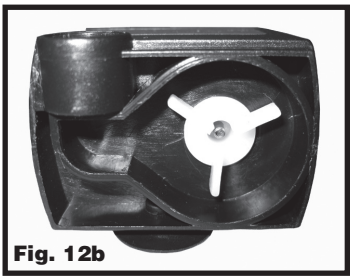
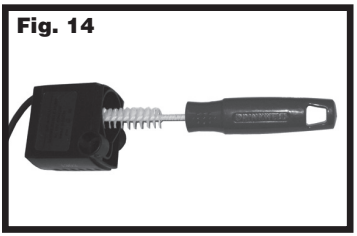


Fig. 12b

4) Once the stator is removed, remove the impeller (3 white- bladed propeller). The impeller is held in place magnetically, simply insert a fingernail or other slim object underneath the plastic blade and lift out (Fig. 13, next page).

PUMP MAINTENANCE

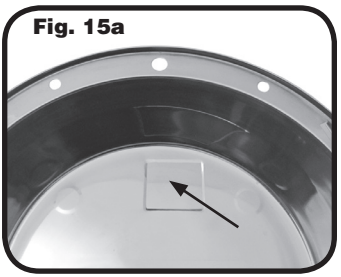


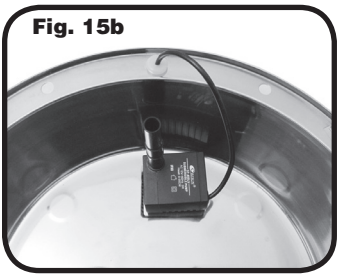
5) Once the pump is completely disassembled, you can clean the parts with warm, soapy water. Use a cotton swab or bottle brush to get inside the pump's cavity and remove any build-up (Fig. 14). For added disinfecting and/or hard water removal, clean the pump with white vinegar.

6) Once the parts are clean and well rinsed, you can reassemble the pump for use.
   a) Replace the impeller
   b) Replace the stator
   c) Replace the intake plate

REASSEMBLY OF YOUR FOUNTAIN

1) Place the pump inside the bowl's square indention (Fig. 15a) with the circular opening on the pump positioned in the back left corner. Insert the pump tube into the opening on the pump and press down (Fig. 15b).

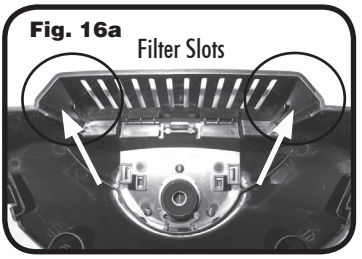


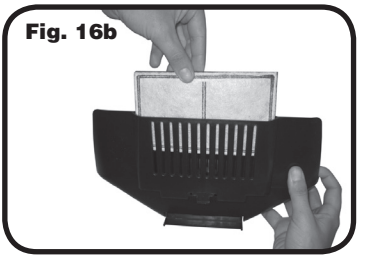


2) With the pump in place, pass the cord through the opening at the back of the bowl. Feed the cord all the way through and push the rubber grommet into place to seal the hole. Be sure to leave enough slack in the cord so that the pump rests flat.

REASSEMBLY OF YOUR FOUNTAIN

3) Take a new filter and rinse under cold water to remove any excess charcoal dust. Insert the filter into the housing and make sure the black side is facing the pump (Fig. 16a & 16b).

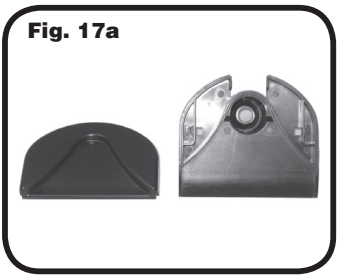


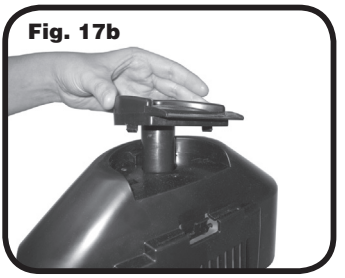


4) Reattach the stainless steel ramp by pressing back on the tab located directly underneath the spout. While holding the tab back, slide the ramp into the opening and release the tab once in place (Fig. 9, Page 6). **Do not attach the ramp without the tab depressed**, this will cause the tab to become locked into the wrong position and you will risk breaking this locking tab.

5) Replace the housing by lowering straight down over the pump. Be sure the housing connects with the guide holes on the rim of the bowl (Fig. 5, Page 4). Push down to lock it in place.

6) Assemble the two spout pieces. Press the two spout pieces together by aligning the top piece with the groove on the bottom piece (Fig. 17a). With the spout pieces together, press the spout into the opening on top of the housing until in locks in place (Fig. 17b).





7) Place the fountain in a desired location. **If placing on carpet, tile or wood flooring, use a protective mat or other durable, water resistant surface.** This will help protect your floor from any splashing or spills caused by your pet.

8) Make sure your hands, the cord and the adaptor are completely dry. Connect the inline plug to the adaptor and plug the fountain into an electrical outlet.

FOUNTAIN & YOUR ENVIRONMENT

If you live in a humid environment and have problems with mold or algae (the parts may feel slimy), simply soak all of the plastic parts (excluding the pump) in a diluted bleach solution for about 10 minutes after regular cleaning. We recommend using a solution that is 10% bleach and 90% water. Pour some of the bleach solution down into the pump's cavity as well for additional disinfecting. You must be sure to rinse all the parts very thoroughly to remove all the chlorine. The best way to rinse out the pump's cavity is to hold it under a weak stream of water. This is also an excellent way to disinfect the fountain.

If you have hard water where you live, you may start to see white mineral deposits on or down inside the pump. This may eventually prevent the impeller from turning properly. To avoid having to replace the pump:

a. Clean the pump more frequently
b. Clean with regular white vinegar and let the vinegar soak for several minutes down inside the pump's cavity
c. Use bottled water

MANUFACTURER'S SAFETY INSTRUCTIONS

1) The fountain is meant to run continuously (always plugged into electricity), as long as the water level is maintained and the fountain is cleaned regularly. Be sure to check the fountain regularly to help prevent damage to the pump, as the water may get consumed or evaporate causing the pump to run dry.

2) Do not allow pets or children to chew on or swallow any parts. If you are concerned about the power cord, purchase a cord conduit (a hard plastic protector) at any local hardware store.

3) Some animals have been known to be sensitive to plastic . If your animal shows signs of an allergic reaction to the plastic, please discontinue use until you have consulted with your veterinarian.

4) **Standard Safety Precautions:**

Do not attempt repairs on the pump yourself.

If the plug of this device gets wet, turn off the electricity to that outlet. Do not attempt to unplug.

To avoid the possibility of the plug or outlet getting wet, the outlet should always be above the level of the fountain.

Examine this appliance after installation. Do not plug in if there is water on the cord or plug.

Do not operate any appliance if it has a damaged cord or plug, or if it is malfunctioning or has been damaged.

If an extension cord is necessary, a cord with a proper rating should be used.

FOR INDOOR HOUSEHOLD USE ONLY

The electrical use of this appliance is 3 watts.

Close supervision is necessary when any appliance is used by or near children.

Always unplug any appliance when not in use, before putting on or taking off parts, and before cleaning. Never yank on a cord to remove from the outlet.

Do not use appliance for anything other than intended use. The use of attachments not recommended or sold by the manufacturer may cause an unsafe condition. Do not modify the unit.

Do not install or store appliance where it will be exposed to weather or temperatures below freezing.

Read and observe all important notices on the appliance.